

ABSTRACT

[0282] An observation system for observation calls to a call center includes an automatic call director (ACD) unit, an interactive voice response (IVR) unit, and a recorder unit. The ACD receives incoming calls to the call center and also queues and switches the calls to various lines of the call center. The IVR unit is connected to the ACD unit and interacts with a caller via an interactive computer program in which the caller enters a response to a prompt and the response causes the interactive program to provide the caller with information or another prompt. The recorder unit records calls to the call center from beginning to end, including prompts made by the IVR unit, callers responses to the prompts, and information provided by the IVR unit to the callers.